

City of Germantown

SPIRIT Nomination Form

Employee's Name: Ashley Hisky Dept: Court

Nominator's Name: Candace Tuggle Date: 4/15/2014

Describe how the nominee demonstrates the core values of service excellence, producing A+ results, initiative, responsibility, innovation and teamwork. Statement should include detailed examples and can be no longer than 2 pages in length.

I feel Ashley Hisky is deserving of the SPIRIT Award for so many reasons it would be hard to name them all. She truly has made working for the City Of Germantown better for me and others. I can honestly say there is a good chance I would have left employment with the City by now if Ashley had not come to our office.

Ashley treats every customer she comes in contact with like they are #1. She does everything she can to help them and to solve the problem at hand. She listens to their problems and is quick to give feedback on how to help. She always has a kind and outgoing tone, even when the customer is not in the best of moods. I have heard her on many occasions tell the customer "I promise", because she is confident in herself and the information she is giving. This is Service Excellence Ashley demonstrates on a daily bases.

Ashley is always on the hunt to make how we work in our office better and more effective. Nothing is ever good enough in her eyes. She looks at even the simplest thing and can figure out a better way to do it. For example, every court date she makes sure every disposition on ever case and file are in the computer so they print on the docket. This saves the person that has traffic court a lot of wasted time not having to stamp the docket after court. There are so many people that hate change but, Ashley welcomes and encourages it. She has such a wonderful attitude about changes to help the City; she helps others that are not so willing to get engaged too. As we all know, this can be challenging and Produces A+ results.

Ashley always tackles a problem head on and goes the extra mile. When someone is struggling with a task she will help without being asked. Even when she has stacks and stacks of her assigned work to do. She is glad to help any way she can without ever asking for help herself. She makes me tired and overwhelmed looking at all she does during the day. Some of that work is not work she is "required" to do, but she does it because she is always so eager to help. Her enthusiasm and ability to help is what makes her "go the extra mile".

Ashley takes responsibility and is accountable for her actions. She is organized and efficient in everything she does but no one is perfect and she does make mistakes. No one likes making mistakes and does not make many. But, when a mistake is made, she says sorry and does not have to be asked to correct it, she just does it. This is not something that everyone will do and its one of best things about her. She makes working in a very small office much more enjoyable by working so well and not complaining about having to correct something as needed.

Ashley uses new ideas and finds way to do things better. For example, she makes sure all cases that are paid are closed before the labels are printed so they don't print and is a waste. This saves the City money since the labels are so expensive. As I said above, there isn't a day that goes by that she is not suggesting a new way of doing something or a way to save money. She is committed and dedicated to helping her office (team) and the City. She is a valuable asset to the city with her innovative ideas.

Ashley is all for being a TEAM player, works great with others and is a active member of the City of Germantown by serving on many committees. Ashley is a person I look up to when it comes to being a team player. When I get discouraged by others around us, she is always there to encourage me to do better and keep moving forward. I consider her the back bone of the office. Even when she is having a bad day she does not let it affect her work and is always outgoing and will never let a member of the team fall. Ashley is the image of Teamwork in my eyes.